

TELDOC

Patient Participation Group Meeting

Wednesday 24th May 2023, 18:45-20:00, Euston House

Meeting Notes/Actions

Attendees:

Kathryn Mitchell (Chair)	PPG Chairperson	KM
Donna Williams	PPG Member	DW
Doreen Elliott	PPG Member	DE
Dr Ian Chan	Director, GP (Teldoc)	IC
Elaine Edwards	Director of Quality & Governance (Teldoc)	EE
Lesley Pritchard	PPG Member	LP
Michael Carter	PPG Member	MC
Sharon Bennett	PPG Member	SB
Tom Brettell	PCN Digital & Transformation Lead, (Teldoc)	TBr

Note Taker:

Tally Chahal	Personal Assistant (Teldoc)	TC
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Part 1: PPG (18:45 – 19:00)

ITEM	SUBJECT	ACTION
1.	Informal Catch Up	

Part 2: PPG & Teldoc (18:45 – 19:00)

ITEM	SUBJECT	ACTION
2.	Apologies & Introductions: Ann Carvell (PPG Member)	
3.	Healthwatch Telford & Wrekin: Jan Suckling (Lead Engagement Officer, Healthwatch Telford & Wrekin), attended meeting to give an overview of Healthwatch to the group. They provide independent support and are commissioned by the council. JS requested feedback from the PPG to help challenge providers to provide a better service for patients. Although they are unable to personally take complaints, they can direct you to the right place. A new local project is being launched to look at barriers patients may encounter at their GP services. JS will be in touch with Teldoc to discuss governance behind this and how we can work together to ensure we are not duplicating our work. If any patients are interest in joining the advisory board they are welcome to get in touch with JS.	

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4.	<p>Practice Update: There are a lot of financial pressures forcing practices to either scale down on operation or to make staff redundancies. The practice are doing the best they can to try and be more efficient.</p> <p>Nationally, demand continues to increase. This is due to patients returning to GP services as an interim measure whilst waiting for secondary care appointments.</p>	
5.	<p>Practice Website: Group were reminded to check they are accessing the correct website: https://teldoc.org/</p> <p>Those who have used it were happy with it.</p>	
6.	<p>Newsletter: PPG agreed they were happy with the draft newsletter and for this to be rolled out.</p>	
7.	<p>Future PPG Meetings:</p> <ul style="list-style-type: none"> • Part 1 – PPG • Part 2 – PPG & Teldoc <p>Group agreed to above format for these meetings.</p>	
8.	<p>Visiting Surgeries: Action: PPG requested to send dates/times to KM for when they are available to feedback information to patients at Oakengates Medical Practice.</p>	PPG
9.	<p>Any Other Business: <u>Prescription Ordering Direct (POD)</u> – This service is independent to Teldoc and is out of our control.</p> <p><u>Concerns regarding call centre staff</u> – Once patients log a complaint, Teldoc can look into these and listen back to recordings to see where staff could benefit from some learning.</p>	
10.	<p>Next Meeting: Wednesday 26th July 2023, 18:45 – 20:00, Euston House</p>	